UNITED NATIONS

ST

Secretariat

ST/IC/1992/28
14 April 1992

INFORMATION CIRCULAR

To: Members of the staff at Headquarters

From: The Assistant Secretary-General for General Services

Subject: TELEPHONE COMMUNICATION SERVICES TO THE UNITED NATIONS OFFICES, SPECIALIZED AGENCIES AND PEACE-KEEPING MISSIONS AT OVERSEAS LOCATIONS

1. The purpose of the present circular is to inform staff members of the procedures to be used in placing telephone calls between United Nations Headquarters and the overseas offices listed below. Telephone access to these locations has been made more convenient and efficient by allowing the direct dialling of an extension without operator assistance. By following the procedures described, staff will utilize the United Nations leased line network, which will result in reducing the charges from commercial carriers.

- The United Nations Office at Geneva (UNOG);
- The United Nations Office at Vienna (UNOV);
- The Economic Commission for Latin America and the Caribbean at Santiago (ECLAC);
- The Economic and Social Commission for Asia and the Pacific at Bangkok (ESCAP);
- The United Nations offices at Nairobi;
- The Economic Commission for Africa (ECA);
- United Nations peace-keeping and observer missions.

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Direct-dial services to the United Nations offices at Geneva, Vienna, Santiago and Bangkok

2. Leased circuits provide 24-hour communications between Headquarters and the United Nations offices and agencies at Geneva, Vienna, Santiago and Bangkok. The communications services include: telephone, telex, facsimile, and low/high-speed data communications.

3. Telephone calls can be placed from Headquarters to United Nations offices at Geneva, Vienna, Santiago and Bangkok by dialling a two-digit prefix, waiting for the dial tone from the remote telephone system and then dialling the four-digit extension number. Dial the following prefixes to access these offices:

UNOG (Geneva)	26 + extension
UNOV (Vienna)	28 + extension
ECLAC (Santiago)	29 + extension
ESCAP (Bangkok)	61 + extension

If the extension of the party to be called is not known prior to placing the call, operator assistance can be obtained at Headquarters by dialling "0".

Telephone services to non-United Nations offices at Geneva, Vienna, Santiago and Bangkok

4. Numbers in Geneva outside the Palais des Nations can be dialled directly without operator intervention.

(a) Calls to the International Labour Organisation (ILO), the World Health Organization (WHO), the Office of the United Nations High Commissioner for Refugees (UNHCR) and the International Trade Centre UNCTAD/GATT (ITC) can be made as follows:

(i) Dial 26 and wait for the dail tone from the UNOG telephone system;

(ii) Dial the appropriate digit from the list below and wait for the dial tone at the agency dialled:

ILO	6
WHO	7
UNHCR	8
ITC	9

(iii) Dial the four-digit extension number;

(b) Calls to telephone numbers of non-United Nations offices at Geneva outside the Palais des Nations can be made as follows:

(i) Dial 26 and wait for the Palais des Nations dial tone;

(ii) Dial "0" and wait for the dial tone from the city exchange;

(iii) Dial the seven-digit Geneva telephone number.

5. Calls to Vienna outside the Vienna International Centre (VIC) can be made as follows:

(a) Dial 28 and wait for the dial tone from the VIC telephone system;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the six-digit Vienna telephone number.

6. Calls to Santiago outside the ECLAC office can be made as follows:

(a) Dial 29 and wait for the dial tone from the ESCAP telephone system;

(b) Dial 9 and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Santiago telephone number.

7. Calls to Bangkok outside the ESCAP office can be made as follows:

(a) Dial 61 and wait for the dial tone from the ESCAP telephone system;

(b) Dial 9 and wait for the dial tone from the city exchange;

(c) Dial the local Bangkok telephone number.

Telephone services to the United Nations offices at Nairobi and Addis Ababa

8. Telephone access to the United Nations offices at Nairobi and Addis Ababa can be obtained through the operator at Headquarters. Please note that telephone service to these locations is unavailable between noon and 2 p.m., New York time, as this period is reserved for data transmission.

(a) Dial "0" for the Headquarters operator and request a connection to the appropriate duty station;

(b) Give the operator the desired extension (which may be a facsimile device) or the name of the staff member to whom you wish to speak and the operator will connect you.

Telephone services to United Nations peace-keeping and observer missions

9. Telephone connections to missions can be accessed through the Headquarters telephone operators, by dialling "0".

(a) Owing to the importance of these circuits to United Nations peace-keeping and field operations, users are advised to expect reasonable delays when placing calls. In addition, calls may be interrupted to allow priority communications from the Secretary-General's office;

(b) When placing calls to missions, the telephone operator will request the name and extension of the caller and will contact the caller when a circuit is available.

10. As the number of access lines is limited, staff members are requested to keep the calls brief and to the minimum.

11. The present circular supersedes information circular ST/IC/1990/51.